Tips and Troubleshooting
BlackBerry Wireless Handheld™

Tips

To	Do this
HANDHELD	
Turn on the handheld	Press the **Power** button
Turn off the handheld	Hold the **Power** button *OR*
	Click the **Power Off** icon
Turn on/off the radio	Click the **Wireless On/Wireless Off** icon
Turn on/off backlighting	Press the **Power** button
Lock the handheld	Click the **Lock** icon*
Lock the keyboard	Supports the **Keyboard Lock** icon
Unlock the keyboard	Double-click the trackwheel
*The Lock icon appears when a password is set.	

NAVIGATING	
Move the cursor	Roll the trackwheel *OR*
	Press the **Alt** key + roll the trackwheel
Click an item	Highlight the item > Click the trackwheel
Return to the previous screen	Press the **Escape** button
Move backward/forward	Press the **Back/Forward** key
Select multiple items	Hold the **Shift** key + roll the trackwheel
Move to the top of a screen	Press **T**
Move to the bottom of a screen	Press **B**
Move to an item in a list or menu	Press the first letter of the item
Page up or down in a list	Press the **Alt** key + roll the trackwheel

TYPING TEXT	
Capitalize a letter	Hold the letter
Insert a period	Press the **Space** key twice
Type the alternate character on a key	Press the **Alt** key + the key
Insert a special character	Hold a letter + roll the trackwheel
Insert a symbol	Press the **Symbol** key > Click a symbol
Enter CAP-lock mode	Press the **Alt** key + the **Right Shift** key
Enter NUM-lock mode	Hold the **Right Shift** key + press the **Alt** key
Exit NUM-lock or CAP-lock mode	Press the **Right Shift** key

EDITING TEXT	
Enter selection mode	Press the **Alt** key + click the trackwheel
Select text	Enter selection mode > Roll the trackwheel
Select one character	Enter selection mode > Hold the **Shift** key + roll the trackwheel
Copy selected text	Press the **Alt** key + click the trackwheel *OR*
	Click the trackwheel > Click **Copy**
Paste selected text	Press the **Shift** key + click the trackwheel *OR*
	Click the trackwheel > Click **Paste**
Cut selected text	Press the **Shift** key + the **Backspace** key *OR*
	Click the trackwheel > Click **Cut**

MISCELLANEOUS	
Search for text	Click the trackwheel > Click **Find** > Type text
Clear a field	Click the trackwheel > Click **Clear Field**
Search for messages	Open the messages application > Click the trackwheel > Click **Search**.

Quick Reference
BlackBerry Wireless Handheld™

- Phone button
- Notification LED
- Speaker
- Headset jack
- USB port
- Trackwheel
- Battery cover release button
- Home screen
- Escape button
- Back key
- Forward key
- Backspace key
- Number keys
- Alt key
- Left Shift key
- Enter key
- Symbol key
- Space key
- Power button Backlighting
- Microphone
- Right Shift key
- Trackwheel
- Escape button
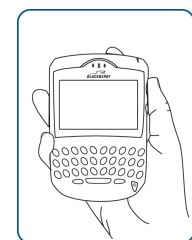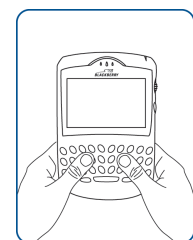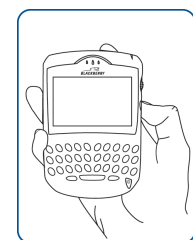
Move the cursor
Roll the trackwheel.
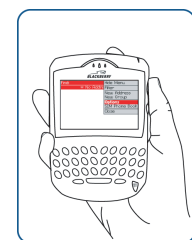
Click an item
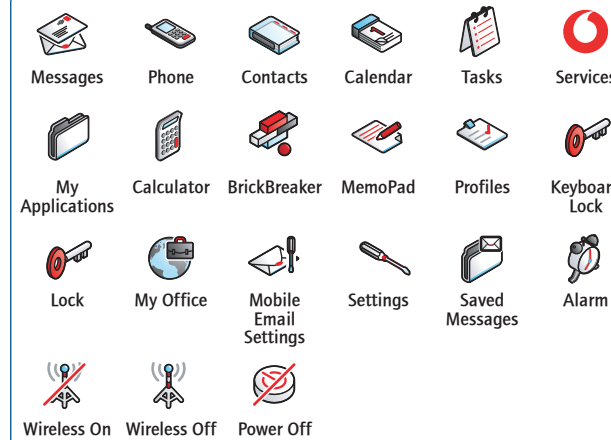Roll the trackwheel to highlight an item. Click (press) the trackwheel.

Type text
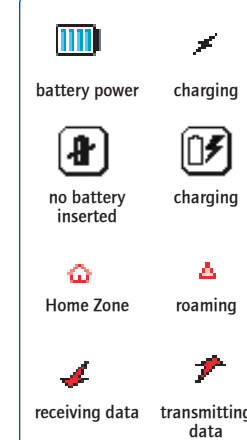Hold the handheld with both hands and press the keys.

Return to previous screen
Press the **Escape** button.

Your handheld might vary from the depictions on this card.

ICONS

Messages	Phone	Contacts	Calendar	Tasks	Services
My Applications	Calculator	BrickBreaker	MemoPad	Profiles	Keyboard Lock
Lock	My Office	Mobile Email Settings	Settings	Saved Messages	Alarm
Wireless On	Wireless Off	Power Off			

STATUS INDICATORS

battery power	charging
no battery inserted	charging
Home Zone	roaming
receiving data	transmitting data

NETWORK STATUS INDICATORS

	GPRS	gprs	GSM	SOS		X
Wireless coverage	•	•	•	•	•	
Emergency calls	•	•	•	•		
SMS messages	•	•	•			
Phone	•	•	•			
Email and PIN messages	•					
Browser	•					

OPEN AN APPLICATION
1. On the Home screen, click an icon.
   - If the icon represents an application, the application opens.
   - If the icon represents a folder, the folder opens.

NAVIGATE YOUR THEME
- Click **Services** or **My Office** to open a browser.
- Click **My Applications** to display the icons for the BrickBreaker game, the calculator, and any additional applications.
- Click **Contacts** to open the address book application.
- Click **Settings** to open the options application.

MAKE A PHONE CALL
1. Open the phone.
2. Click **One Time Dial**. The Enter Phone Number dialog box appears.
3. Type a phone number.
4. Click **Call**.
5. To end the call, press the **Escape** button.

TURN ON/OFF BACKLIGHTING
1. Press the **Power** button.

SEND AN EMAIL MESSAGE
1. Open the messages application. The Messages screen appears.
2. Click the trackwheel. A menu appears.
3. Click **Compose Email**. The Select Address screen appears.
4. Click **[Use Once]**. A menu appears.
5. Click **Email**. The One Time Email screen appears.
6. In the **Email** field, type an email address.
7. Click the trackwheel. A menu appears.
8. Click **Continue**.
9. In the **Subject** field, type a subject.
10. Press the **Enter** key.
11. Type a message.
12. Click the trackwheel. A menu appears.
13. Click **Send**. The message is sent.

Product information

MECHANICAL PROPERTIES

Weight:	Approximately 140 g (4.9 oz.) including battery
Size (L x W x H):	113 x 74 x 21 mm (4.4 x 2.9 x 0.94 in.)
Memory:	16-MB flash memory, 2-MB SRAM

DISPLAY AND NOTIFICATION FEATURES

Display: High resolution 240 x 160 pixel screen, 65,000 color TFT display, backlit screen and keyboard
Notification: LED indicator, audible notification, mechanical vibrator

POWER

Battery:	Removable, rechargeable lithium ion cell
SIM interface:	Supports 3V SIM cards
Port:	Combined data synchronization and USB-compatible charging port
Travel power adapter:	+5V DC/500 mA AC power adapter, with interchangeable location-specific plugs

RECOMMENDED OPERATING AND STORAGE TEMPERATURES

Handheld operating:	0 to 50°C (32 to 122°F)	Travel charger operating:	0 to 45°C (32 to 113°F)
Handheld storage:	10 to 30°C (50 to 86°F)	Travel charger storage:	-30 to 75°C (-22 to 167°F)

RADIO SPECIFICATIONS FOR THE BLACKBERRY 7230 WIRELESS HANDHELD™

Tri-band support:	GSM/EGSM 900, DCS 1800, PCS 1900 MHz
Power class:	Class 1 (DCS 1800, PCS 1900), Class 4 (GSM 900) as defined in GSM 02.06
Transmitting frequency:	GSM 880-915 MHz, DCS 1710-1785 MHz, PCS 1850-1910 MHz
Receiving frequency:	GSM 925-960 MHz, DCS 1805-1880 MHz, PCS 1930-1990 MHz

REGULATORY CONFORMANCE

PCS Type Certification Review Board (PTCRB)
Federal Communications Commission (FCC)
Industry Canada (IC)
Underwriters Laboratories UL60950 requirements for Canada and US
Radio & Telecommunications Terminal Equipment (R&TTE) Directive 1999/5/EC
Global Certification Forum Certification Criteria (GCF-CC) requirements
Specific details about conformance to the above standards and regulatory bodies may be obtained from Research In Motion.

Customer support

For customer support, contact your service provider.
- United Kingdom:
- Netherlands:
- Germany:
- Italy:
- France:
- Spain:

BLACKBERRY

Getting Started

BlackBerry Wireless Handheld™

Upgrading your software?

To upgrade your handheld software, contact your service provider.

For more information

Refer to the following resources:

- *BlackBerry Wireless Handheld User Guide*
- *BlackBerry Desktop Software Online Help*
- *Mobile Email Web Site Online Help*
- `www.blackberry.com/support`

Package contents

- handheld
- SIM card
- battery
- USB cable
- travel charger and attachment pieces
- holster
- BlackBerry® Desktop Software installation CD

Set up your handheld

1 INSERT THE SIM CARD

Your SIM card might be inserted already.

⚠ **Warning:** Turn off your handheld before you insert or remove the SIM card. Do not scratch, bend, or expose the SIM card to static electricity or wet conditions.

1. Press the battery cover release button.
2. Slide off the cover.
3. If the battery is inserted, remove it.
4. Slide the SIM card holder away from you.
5. Lift the SIM card holder.
6. Insert the SIM card into the holder so that the notches align.
7. Close the SIM card holder.
8. Slide the SIM card holder toward you to lock it.
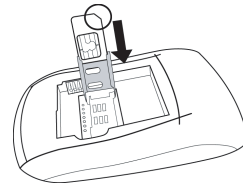
2 INSERT THE BATTERY

⚠ **Warning:** Use only the battery that Research In Motion specifies for use with your BlackBerry Wireless Handheld.

1. Press the battery cover release button.
2. Slide off the cover.
3. Insert the battery so that the connectors align.
4. Replace the battery cover. Your handheld turns on, and a dialog box appears.*
5. Click **OK**.

*If your handheld does not turn on, or if the date and time are incorrect, refer to "Troubleshooting."
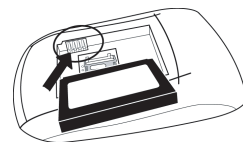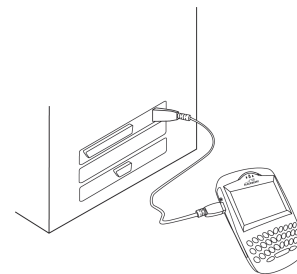
3 CHARGE THE BATTERY

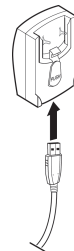1. Connect the smaller end of the USB cable to your handheld.

2. Select one of the following options:
   - Use your computer.
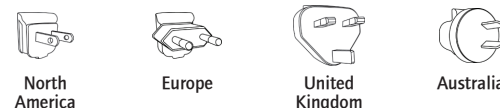   a) Connect the larger end of the USB cable to an available USB port on your computer.
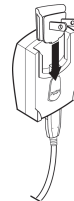
   - Use the travel charger.
     a) Connect the larger end of the USB cable to the power adapter.

     b) Slide the appropriate attachment piece into the power adapter.

     North America   Europe   United Kingdom   Australia

     c) Plug the power adapter into a power outlet.

3. Let the battery charge to full power (approximately 3 to 4 hours).

💡 **Tip:** To keep the battery at a full charge, recharge it for 10 to 15 minutes every day.

4 TURN ON THE RADIO

1. On the Home screen, click the **Wireless On** icon.

💡 **Tip:** To turn off the radio, on the Home screen, click the **Wireless Off** icon.

5 INSTALL AND SET UP THE DESKTOP SOFTWARE

You can integrate your handheld with the following accounts:

- **Enterprise email account:** a corporate email account that is enabled on a BlackBerry Enterprise Server or integrated with the BlackBerry Desktop Redirector
- **New or existing ISP email account:** an Internet service provider (ISP) email account that you manage through the Mobile Email web site

ENTERPRISE EMAIL ACCOUNT

System requirements
- Intel®-compatible 486 or higher computer that is compliant with USB 1.1 or higher
- Available USB port
- Windows® 98, Windows Me, Windows 2000, or Windows XP
- One of the following email programs:
  - Microsoft Outlook® (Workgroup installation), with an email account on a Microsoft® Exchange Server version 5.5 or later
  - Lotus Notes® version 4.6 or later, with an email account on a Lotus® Domino™ Server version 4.6 or later

ℹ **Note:** If you use Windows 98 (not Windows 98 Second Edition), you must download an update from `http://www.microsoft.com/com/dcom/dcom98/dcom1_3.asp` for the USB drivers to operate as expected.

1. Install the BlackBerry Desktop Software
If you use Microsoft Outlook, ask your system administrator whether a BlackBerry Enterprise Server or BlackBerry Desktop Redirector will redirect your email messages.
a) Insert the BlackBerry Desktop Software installation CD into your CD-ROM drive.
b) Complete the on-screen instructions.

2. Generate an encryption key
a) Verify that your handheld is connected to your computer.
b) On the Windows taskbar, click **Start.**
c) Select **Programs > BlackBerry > Desktop Manager**. The BlackBerry Desktop Manager window appears. A dialog box appears.
d) Complete the on-screen instructions.

3. Enable email redirection
- **BlackBerry Enterprise Server:** Email is forwarded to your handheld automatically.
- **BlackBerry Desktop Redirector:** On the Windows taskbar, click **Start**. Select **Programs > BlackBerry > BlackBerry Desktop Redirector**. The BlackBerry Desktop Redirector must be running for email to be forwarded to your handheld.

NEW OR EXISTING ISP EMAIL ACCOUNT

System requirements
- Intel-compatible 486 or higher computer that is compliant with USB 1.1 or higher
- Available USB port
- Windows 98, Windows Me, Windows 2000, or Windows XP
- One of the following browsers:
  - Netscape Navigator version 4.08, 4.58, or later (not Netscape Navigator 5.0)
  - Microsoft Internet Explorer version 5.01, 5.5, 6.0, or later

1. Create a Mobile Email web site account
a) To create a Mobile Email web site account, contact your service provider.

2. Install the BlackBerry Desktop Software (optional)
a) Insert the BlackBerry Desktop Software installation CD into your CD-ROM drive.
b) Complete the on-screen instructions.

Tips

To	Press	To	Press
PHONE		**BROWSER**	
Open the Phone screen	**Phone** button	Open the home page	H
Dial quickly from the Phone screen	**Space** key	Open the Browser Bookmarks screen	K
Dial letters	**Alt** key	Add a bookmark	A
End a call from the Active Call screen	**Escape** button	Refresh a web page	R
Mute a call from the Active Call screen	**Phone** button	Page down	**Space** key
		Stop a web page from loading	**Escape** button
MESSAGES		Move to a specific web page	G
Page up in an open message	**Alt** key + **Enter** key		
Page down in an open message	**Enter** key	**CALENDAR***	
Reply to sender	R	Change to Agenda format	A
Reply to all	L	Change to Day format	D
Forward a message	F	Change to Week format	W
Mark a message opened or unopened	**Alt** key + **U**	Change to Month format	M
Move to next date	N	Move to the next day, week, month	N
Move to previous date	P	Move to the previous day, week, month	P
Move to next unread message	U	Move to the current date	T
Move to the last cursor position in a received message	G	Move to a specific date	G
		*The **Enable Quick Entry** field must be set to **No** for these tips to work in Day format.	
ATTACHMENTS			
Select a worksheet	V	**CALCULATOR**	
Move to next page or worksheet	N	Add	I
Move to previous page or worksheet	P	Subtract	U
Move to a specific cell	G	Multiply	A
Display contents of a specific cell	**Space** key	Divide	G
		Clear the screen	Y
		Display the result	**Enter** key

Troubleshooting

Problem	Possible Solution
The handheld is not on.	Press the **Power** button.
The handheld does not turn on.	Charge the handheld.
	Reinsert the battery.
The handheld does not charge.	Check all connections.
The date and time are incorrect.	Refer to "Set the date and time" in the *BlackBerry Wireless Handheld User Guide*.
The handheld is PIN-locked.	Contact your service provider.
Other issues.	Refer to "Troubleshooting" in the *BlackBerry Wireless Handheld User Guide*.

ℹ **Note:** Your handheld might be subject to export controls or roaming restrictions. Review your BlackBerry End-User/Software License Agreement and contact your service provider for more information.

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